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DD / S S T R Y

FILE OSM 2-2 (ind)

23 MAY 1966

MEMORANDUM FOR THE RECORD

SUBJECT: Processing Work Orders to the Office of Computer Services

25X1 1. On Thursday, 19 May 1966, I met with [redacted] and [redacted] of the Office of Computer Services to discuss procedures by which we can effect a coordinated review of requests for computer services from the Support Offices pursuant to remarks Mr. Bannerman made at the 19 April 1966 DD/S staff meeting, and in a manner consistent with procedures recently installed by the Office of Computer Services for handling work order requests. We agreed that all requests for computer services originating in the Support Offices should be routed through me (all DD/S Offices had previously agreed with this procedure). The Office of Computer Services will accept work order requests only if they show my initials. I will initial requests and forward them to the Office of Computer Services where an estimate of the number of programming manhours will be developed and an indication offered of whether or not the date requested by the customer is realistic. We will then determine what further action, if any, is needed.

2. We acknowledge that this has a potential for becoming rather cumbersome but we were unable to find an alternative that wouldn't require one or the other of us to handle these papers twice. We settled on this because many of the requests will not require significant hours of programming nor will they have unrealistic dates or interfere with other requests awaiting action. We agreed that all requests should come through here because it would be virtually impossible to establish reasonable criteria which could apply equitably in all of the Offices for all kinds of requests. Moreover, if we would allow all requests to go directly to the Office of Computer Services we would, in effect, place them in the same position they are having difficulty with now by being called upon to make judgments which they should not have to make.

3. We agreed to try this experimentally and adjust as experience teaches us that may be the wise thing to do.

[redacted]

Special Assistant to the
Deputy Director for Support

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